

CPS - UNABLE TO LOCATE

*As per DCFS rules and practice guidelines, no investigation of an allegation of abuse or neglect shall be closed on the grounds that the CPS caseworker is unable to locate the child until all reasonable efforts have been made to locate the child and family members. Reasonable efforts include but are not limited to visiting the home at times other than normal work hours, contacting local schools, contacting local, county, and state law enforcement agencies, and checking public assistance record and contacting the referents. Refer to DCFS practice guidelines section 204.9 for unable to locate requirements. **It is important to remember that the worker must do more than make contact with these third parties. The worker must document what contact/location information was found about the family.***

1. Did the worker visit the home at times other than normal work hours?

Check the Activity Log, the Case Closure Summary and elsewhere in the record for documentation that the worker visited the home at times other than normal work hours (8 am-5 pm) at least twice. If the caseworker visited the home once (at any time) and determined that the address available for the family was incorrect and a different address could not be located or the family had moved this would be answered NA.

Yes	The worker visited the home outside of normal work hours more than once.
Partial-no credit	Worker visited home outside of normal working hours once but did not make a second visit (no indication family had moved or address was incorrect).
No	The worker did not visit the home outside of normal work hours or there is no documentation that the worker visited the home.
Not Applicable	The family was homeless and their address is unknown or the family could not be located; or the worker discovered the family had moved prior to a visit so the visit was not necessary; or visited once during business hours or outside business hours and the address available for the family was incorrect or the worker visited the home and the family had moved.

2. If any child in the family was school age, did the worker check with local schools or the local school district for contact/location information about the family?

Check the Activity Log, the Case Closure Summary and elsewhere in the record for documentation that the worker checked with local schools or the local school district in an attempt to locate the child/family. Remember, this contact is to obtain information about how to contact the family, not just if the child is still attending the school.

Yes	The worker checked with local schools/school district for information about how to locate the family.
No	The worker did not check with local schools/school district or there is no documentation that the worker checked for information about how to locate the family.
Not Applicable	No child in the family was school age or no name was available for the family.

3. Did the worker check with law enforcement agencies to obtain contact/location information about the family?

Check the Activity Log, the case closure statement and elsewhere in the record for documentation that the worker checked with local, state, or county law enforcement agencies in an attempt to locate the child/family. Remember, this contact is to obtain information about where to contact the family, not just about the family's involvement with law enforcement. Law enforcement must be contacted to determine if new location information is known about the family even if law enforcement is the referent.

Yes	The worker checked with a local, state or county law enforcement agency for new information about how to locate the family.
No	The worker did not check with a local, state or county law enforcement agency or there is no documentation that the worker checked for new information about how to locate the family.
Not Applicable	No name was available for the child/family. The worker discovered the family had moved out of state and checking with law enforcement was not necessary.

4. Did the worker check public assistance records for contact/location information regarding the family?

Check the Activity Log, the case closure statement and elsewhere in the record for documentation that the worker checked public assistance records for information about how to locate the family. Public assistance checks can be identified by using language such as PACMIS, welfare, TANF or DWS. Checking SAFE, ORS, or USSDS does not equal a check of public assistance records. If intake checks the public assistance records at the time of the referral, the investigator still needs to check again because the worker is looking for new information to help locate the family.

Yes	The worker checked public assistance records for new information about how to locate the family.
No	The worker did not check public assistance records or there is no documentation that the worker checked for new information about how to locate the family.
Not Applicable	No name was available for the child/family. The worker discovered the family had moved out of state and checking public assistance records was not necessary.

5. Did the worker check with the referent for new information regarding the location of the family?

Check the Activity Log, the case closure statement and elsewhere in the record for documentation that the worker contacted the referent to find new information about the family in an attempt to locate the child/family. The information obtained by the intake worker does not meet this requirement. The CPS worker must contact the referent to determine if new location information is known about the family.

Yes	The worker contacted the referent to find new information about how to locate the family.
No	The worker did not contact the referent or there is no documentation that the worker contacted the referent for new information about how to locate the family.
Considered for Extenuating Circumstance	The worker made two or more attempts to contact the referent and was unsuccessful in making contact.
Not Applicable	The referent was anonymous and there is no way to make contact